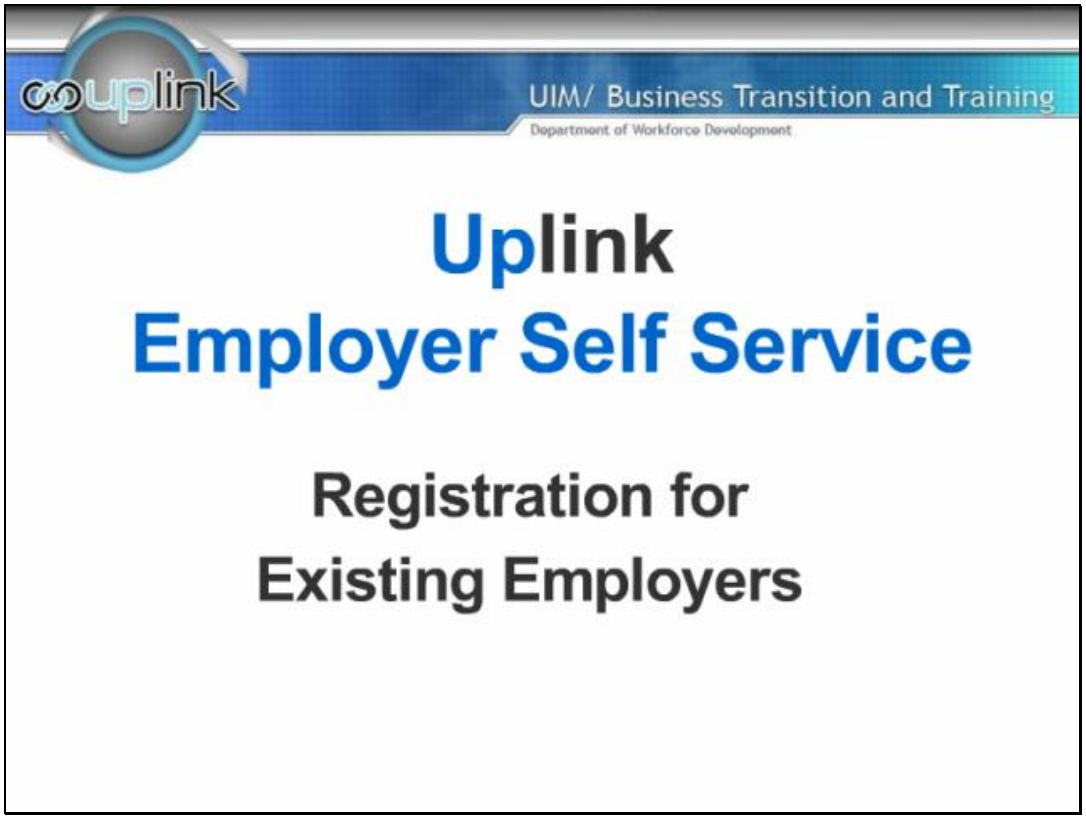
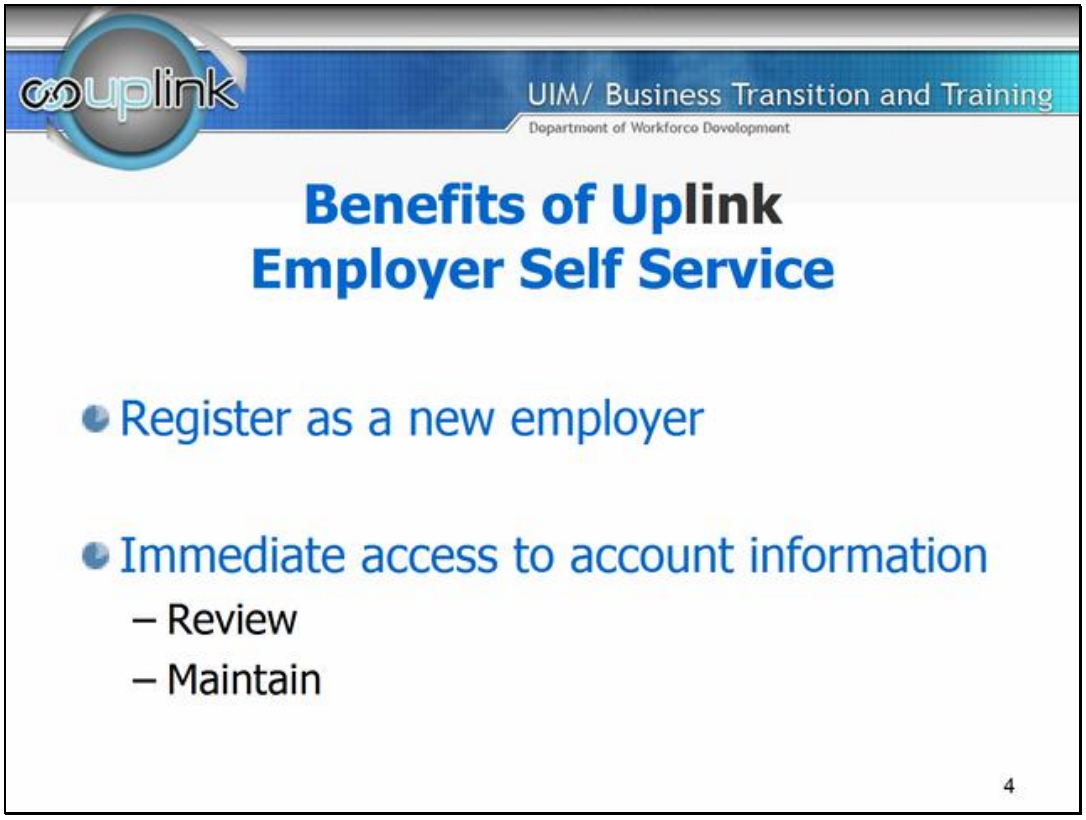
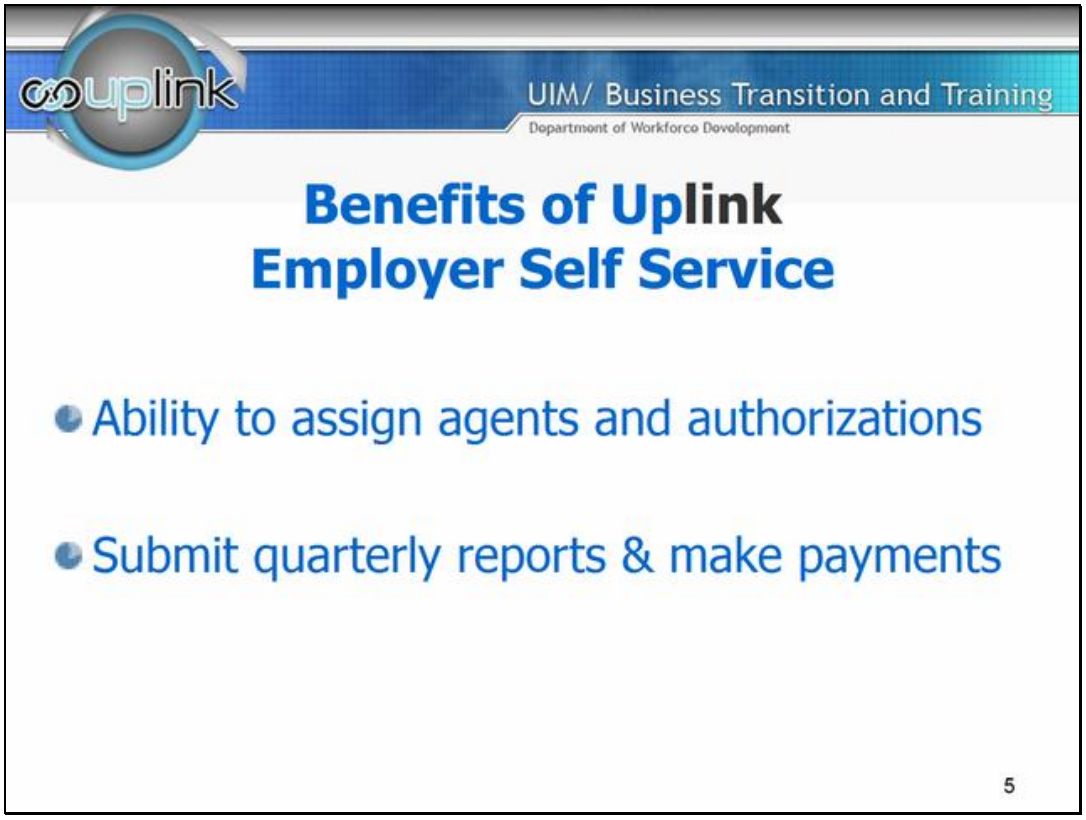


Welcome to this Uplink Employer Self Service tutorial for Registration for Existing Employers. If you have an existing Unemployment Insurance (UI) account this tutorial has helpful information for you.



Using Uplink will provide you with many benefits. Through Uplink Employer Self Service, you now have access to on-line services, 24 hours a day, 7 days a week. Uplink allows you to do the following on-line:

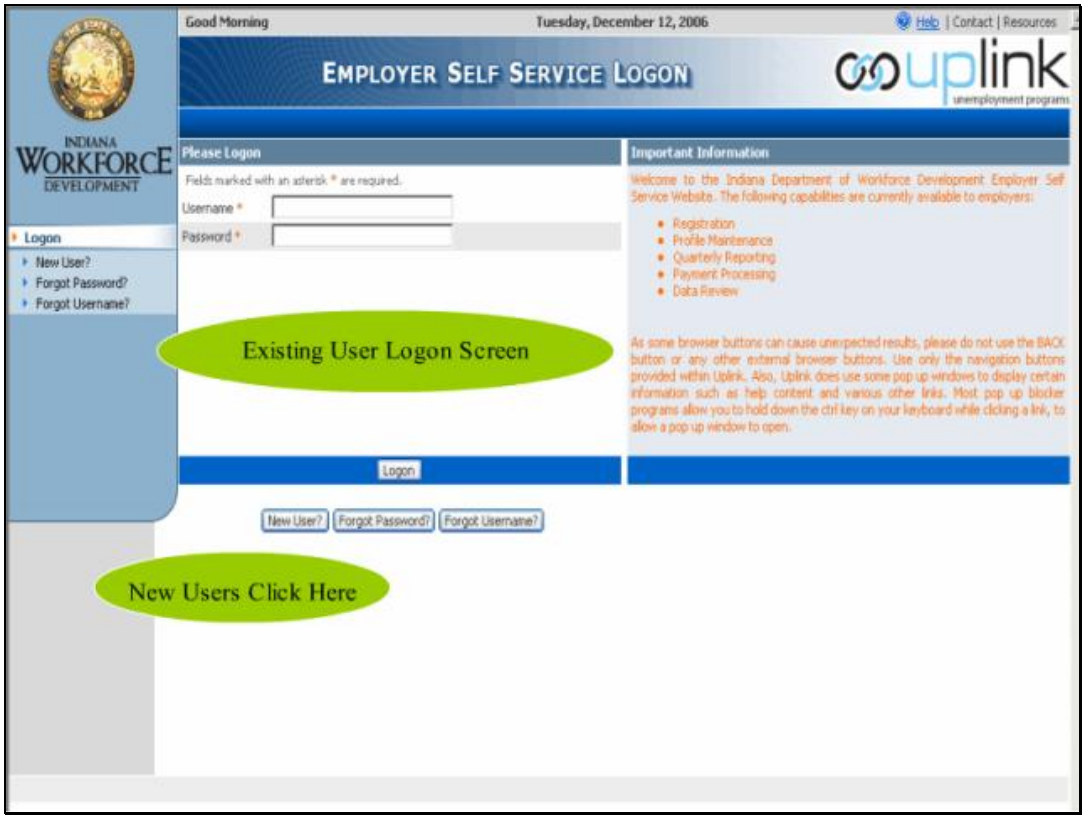
- Register as a new employer or an agent
- Maintain unemployment insurance account information
- Review and modify account status information



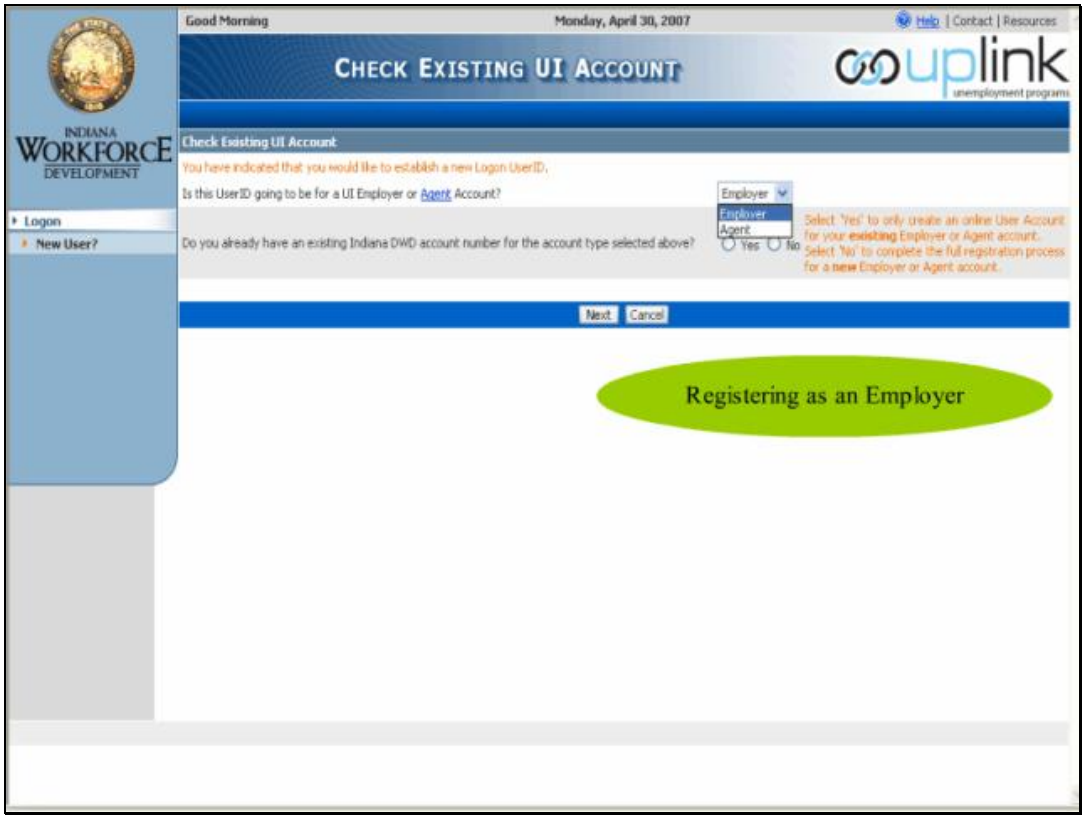
Additional options in Uplink allow you to:

- Assign correspondence agents and external users to assist with account maintenance
- Submit quarterly unemployment insurance contribution and wage reports and make payments via e-check, credit card, or payment voucher

Uplink Employer Self Service provides you with immediate access to services and information.

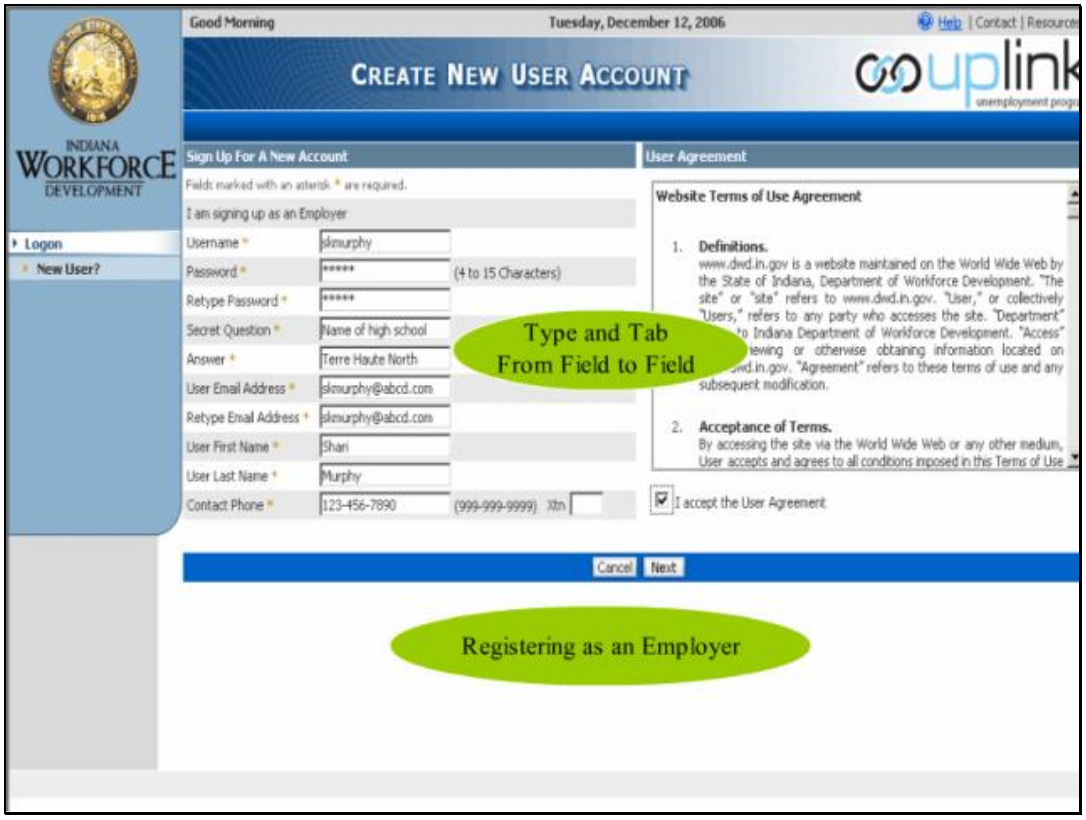


This is the logon screen for accessing Uplink Employer Self-Service. By providing a username and password, you can gain access to your account to review and update your account information. If you are a new user, click the 'New User' button, or the link on the navigation pane, to start the account creation process. The *Important Information* section at the top right portion of the screen will provide you with information about the kinds of activities you can complete by using Uplink Employer Self-Service. You will return to this screen again after logging off the Employer Self-Service system. If you've forgotten your username or password, buttons are 'up front and center' to help you get answers. You can also click the '?Help' button at the top right of the screen for more information.



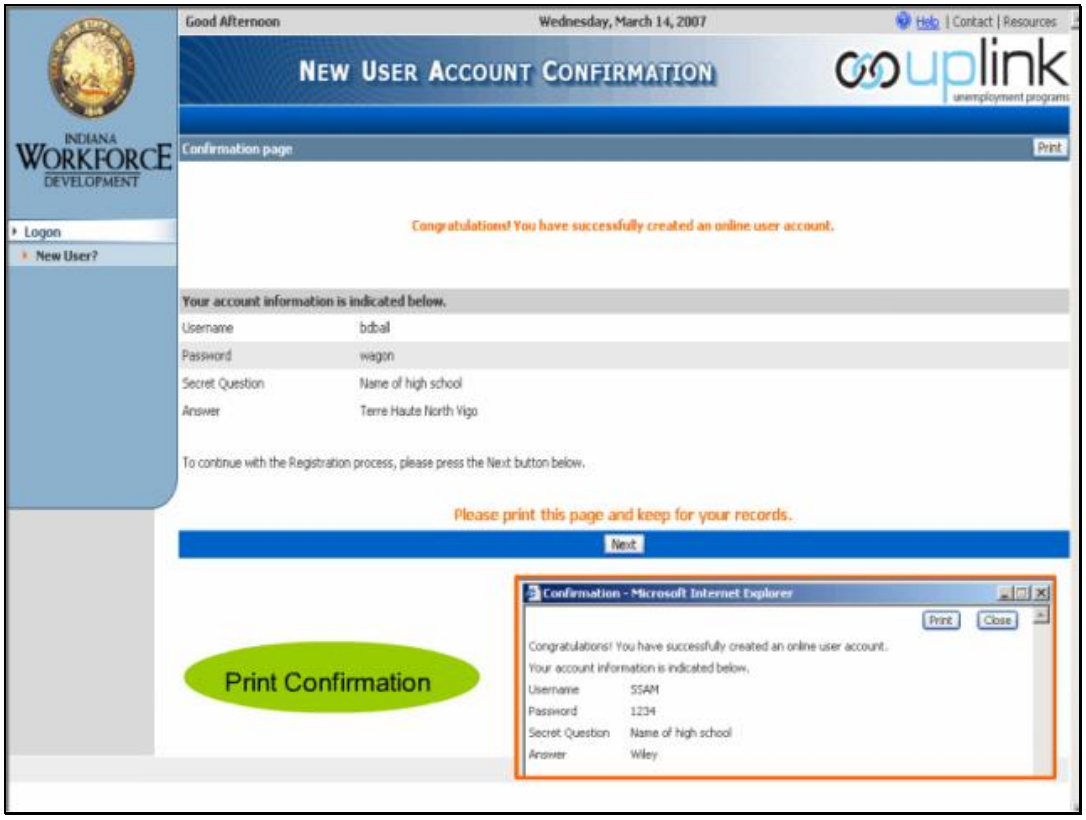
You will reach this screen when you click the 'New User' button on the Logon screen. On this screen you are asked to register as a UI (unemployment insurance) Employer or as an Agent. You are asked to make your selection from the drop-down box choices using the list arrow. Click on the 'Yes' button if you have an existing SUTA account number. By clicking the 'Next' button you will advance to the next screen to create your online account.

Uplink Helpful Hints ~ If you see an underlined word or phrase on the screen you can click on that text to access the Help system and learn more about that item.



Creating a new Uplink user account starts with basic information such as a personalized username, password, and security question. An email address is required to create your online account. Don't forget to read and click the check box 'I accept the User Agreement. Now that you have created your user account, click on the 'Next' button to advance to the next screen and complete your registration process. Both employers and agents can register in Uplink.

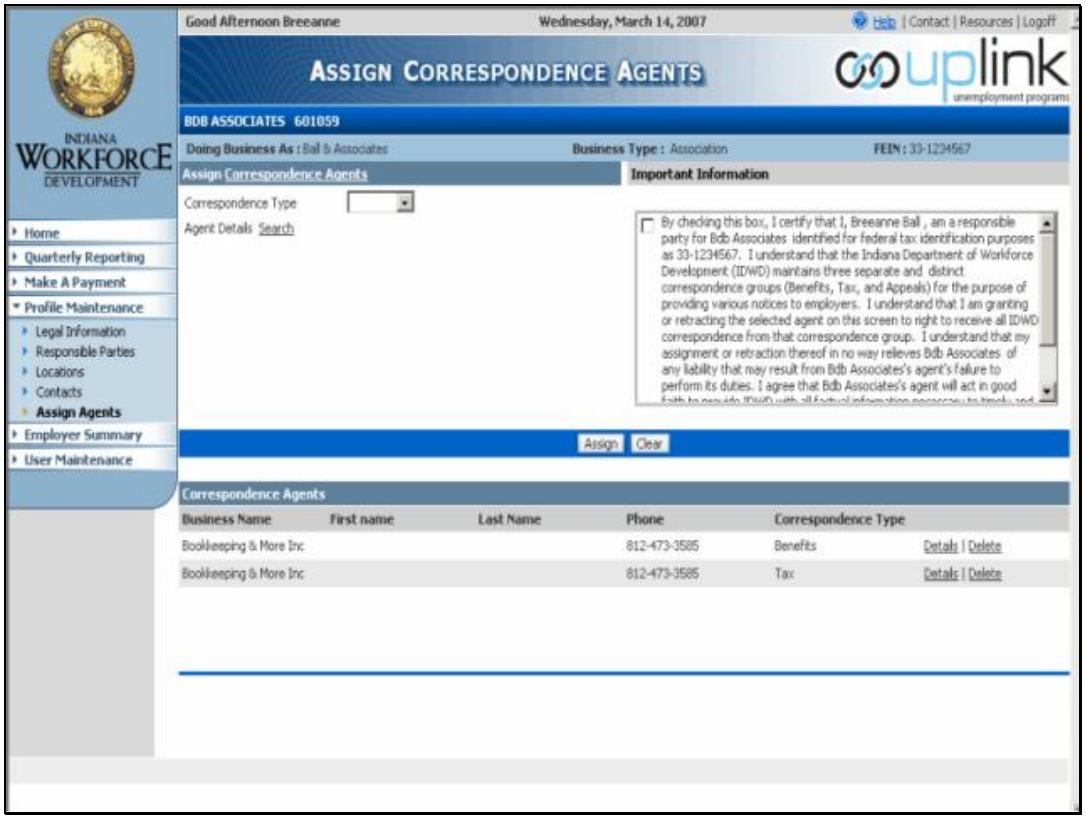
Uplink Helpful Hints ~ The orange asterisks * indicate required entry fields.



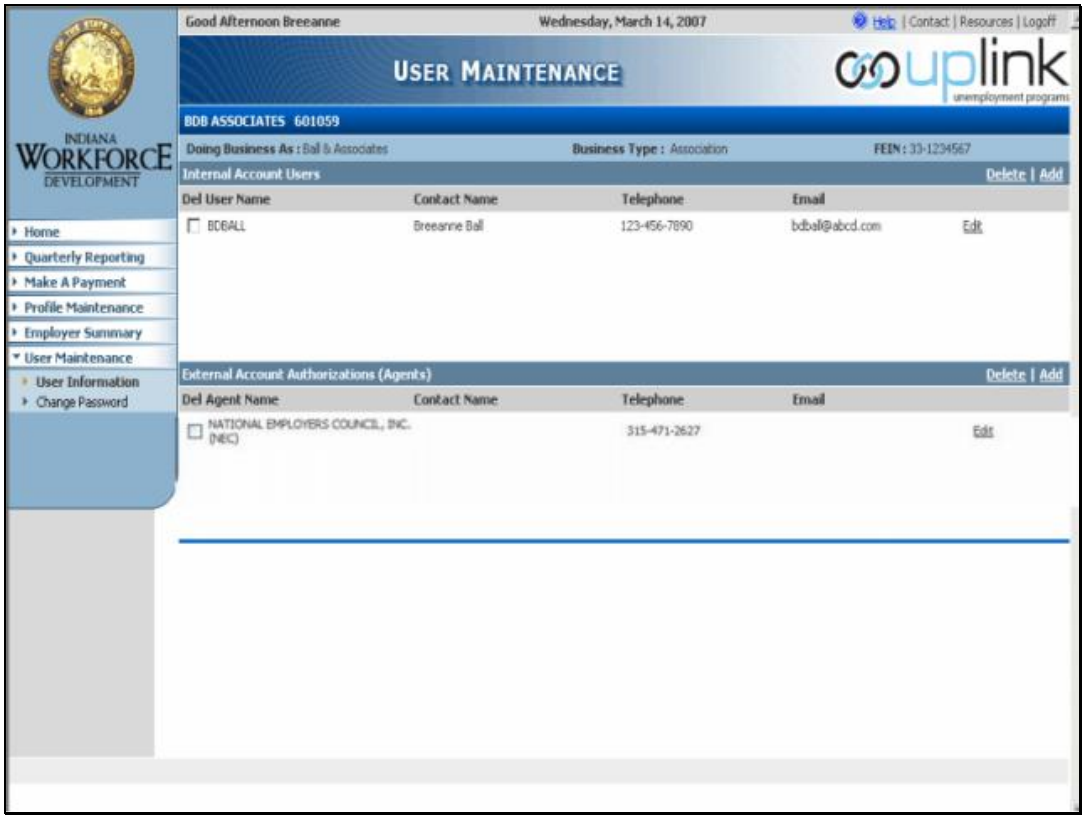
The New User Account Confirmation screen will contain your online account information including your username and password and your secret question and answer. You will also receive a confirmation email indicating you were successful in registering as a new user. You are encouraged to print this page and keep for your records. The 'Print' button is located at the top right of the screen. After selecting the Print option you will see a pop-up box with the print preview and command buttons to either 'Print' or 'Close'. After printing your confirmation page click on the 'Home' button to access your Employer Summary home page in Uplink.

The Employer Summary screen is your home page for Uplink Employer Self-Service and is where you will begin when logging into the system. This screen provides a summary of important activity on your account. You can access this page from any screen in Uplink by clicking on the 'Home' menu item. *Smart Links* to additional account information are available on this page also. The Smart Links will notify you of any reports or payments that are due or past due and will link you to the appropriate screens to enable you to take action. Once on this screen you can use the navigation pane to move to other items in the Employer Summary topic list.

The first time you enter Uplink you should click on the Profile Maintenance menu item and review the information listed under each topic. You can update your information immediately if there are changes which need to be made to your account.



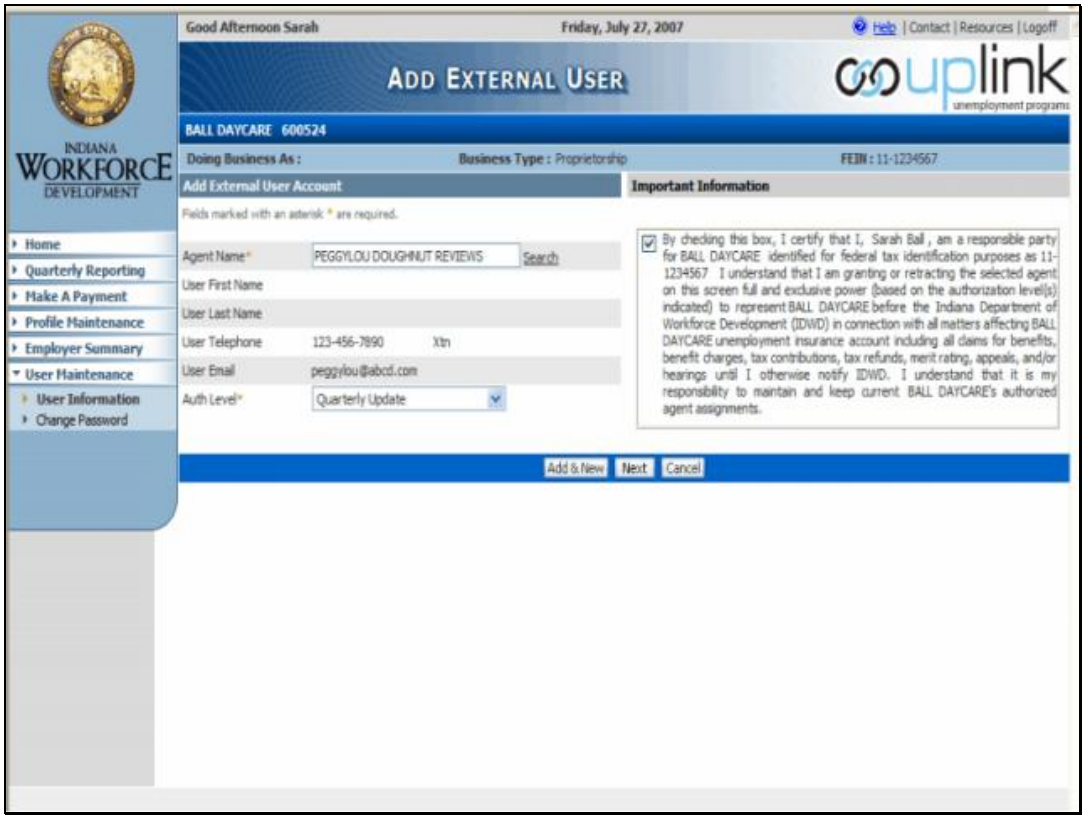
This screen is located under the Profile Maintenance menu item and allows you to update or add additional correspondence agents to your account. You may choose your agent from the searchable list and then click on the 'Assign' button to add it to the list of correspondence agents at the bottom of the screen. There can be a separate agent for each type of correspondence (tax and benefits). Or you may have one agent selected to receive both types of correspondence.



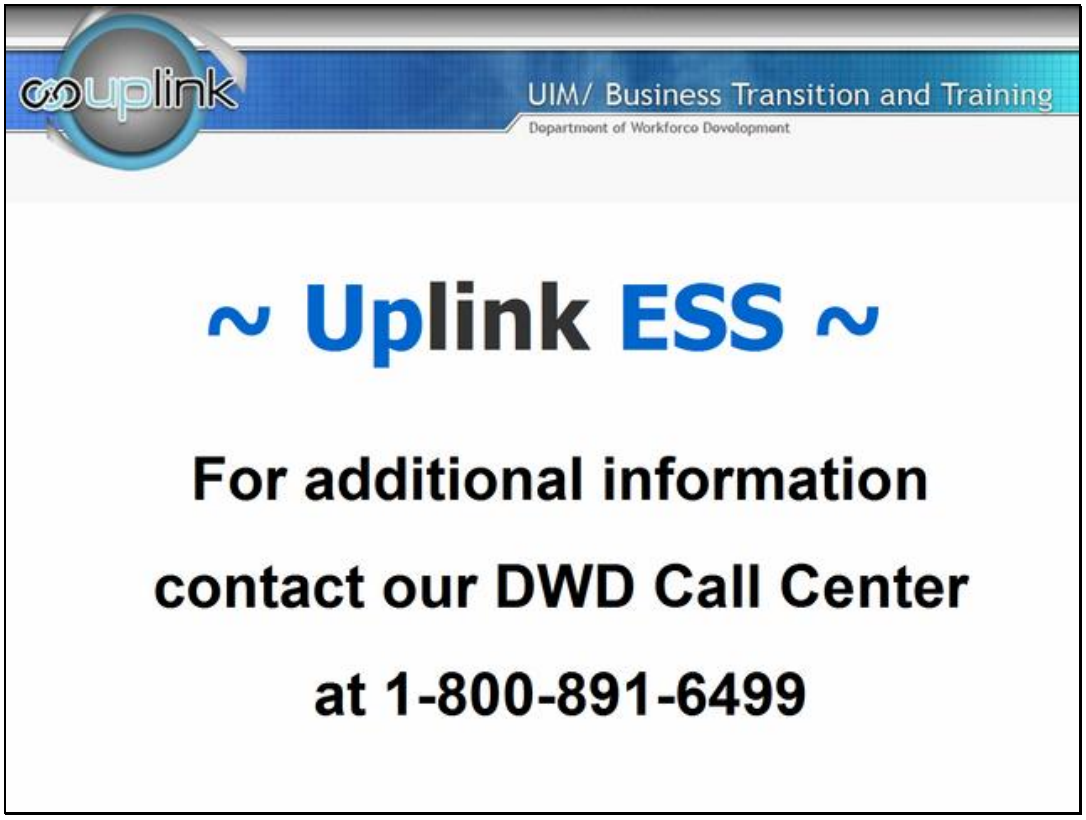
From the User Maintenance screen you will be able to add or delete internal or external account users by selecting the check box for the user and clicking on the appropriate links on the right side of the user information line. The user information may be revised using the 'Edit' link on the right.

You may choose to add your agent as an external account user. An authorization level for the agent will be selected to allow them to maintain your account at a level specified by you.

This is the screen you will see when you want to add an internal user to your account. All fields on this page are required. You must provide an authorization level for the internal user by selecting from the drop down list. You must click on the 'Add & New' button to complete the action.



This is the screen you will use when adding an external user to your Uplink account. The external user may be an agent you want to allow to access and maintain your account. A search may be done to locate the agent or the name may be entered manually in the text box. Please be sure to enter the correct information as there may be more than one agent with the same name but different locations, or a similar name. An *Authorization Level* must be set to allow the agent access to your account. By using the list arrow and making the appropriate selection you can choose which level of activity you want the agent to be able to complete for you in Uplink. You must also put a check mark in the *Important Information* box to indicate you have read the information and that you are a responsible party for your account.



Thank you for viewing this informational tutorial on Uplink Employer Self Service, Existing Employer Registration. If you experience any difficulties, or have additional questions, you may contact the DWD Call Center at 1-800-891-6499.